

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott *et al.*
Serial No.: 10/766985
Filing Date: January 29, 2004
Group Art Unit: 2614
Confirmation No.: 4389
Examiner: Gauthier, Gerald
Title: *Method, Software and System for Developing Interactive Call Center Agent Personas*

COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

The undersigned certifies that this document was submitted to the U.S. Patent and Trademark Office via the electronic filing system (EFS) on the date indicated.

/joseph p lally/
Joseph P. Lally

October 17, 2008
Date

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed June 17, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.

A petition extending the period for response is submitted herewith.